

**LOW TECH DESIGNS, INC.**

*"Bringing Technology Down to Earth"<sup>SM</sup>*  
1204 Saville St., Georgetown, SC 29440  
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[marty@lowtechdesigns.com](mailto:marty@lowtechdesigns.com)

September 6, 2001

Ms. Bonnie Cannon  
Regional Sales Manager  
NY/NE ISP Markets  
Verizon  
35 4<sup>th</sup> Ave. – 3<sup>rd</sup> Floor  
Bay Shore, NY 11706

Dear Ms. Cannon,

I am writing to you in order to gain access to underlying telecommunications services that are utilized by Verizon to provide enhanced services in New York State and Florida. My request is made pursuant to the Computer Inquiry III rules of the Federal Communications Commission regarding Comparably Efficient Interconnection (CEI).

My company is a start-up enhanced service provider wishing to provide enhanced services in the Verizon market areas.

I wish to gain equal and nondiscriminatory access to the underlying telecommunications services that are used to provide Verizon's Internet Call Manager when used in conjunction with Verizon's Home Voice Mail service. I also wish to interconnect computer communications equipment, similar to Verizon's equipment, necessary to take full advantage of the underlying telecommunications services.

See <http://www.bellatlantic.com/foryourhome/NY/Products/ICM-01/index.html> for a description of the Verizon enhanced service in question.

As you are probably aware, Verizon makes Call Forwarding/Busy Line (CF/BL) available to competing providers of voice mail services pursuant to the FCC CEI rules. Per your website, a different, undisclosed underlying telecommunications service is used instead of CF/BL. Quoting from the above website: "Internet Call Manager does not require that you have the Call Forwarding/Busy Line feature. It works very effectively with Home Voice Mail."

I am also interested in obtaining the same access to the underlying telecommunications services used to provide your enhanced Notify 911 service outlined at <http://www.911notify.com> and [http://www.sptimes.com/News/080301/Business/911\\_notification\\_serv.shtml](http://www.sptimes.com/News/080301/Business/911_notification_serv.shtml).

As you are aware, I have been dealing with Verizon on this issue since August 10, 2001, first with Chris Morkunas and then with Debbie Jones. They were not able to assist me and finally referred me to you. Because of the lack of progress on this issue, I am putting my request in writing.

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I look forward to a quick resolution of this matter, including a full disclosure by Verizon of the underlying telecommunications services and interconnected equipment standards for the enhanced services specified above, as required by FCC rules, including interface functionality; unbundling of basic services; resale; technical characteristics; installation, maintenance and repair; end user access; CEI availability; minimization of transport costs; and availability to all interested customers or ESPs.

Sincerely,

James M. Tennant  
President  
Low Tech Designs, Inc.

CC: Chairman Michael K. Powell – Federal Communications Commission  
Chairman E. Leon Jacobs, Jr. – Florida Public Service Commission  
Chairman Maureen O. Helmer – New York Public Service Commission  
Hon. Senator Ernest F. Hollings  
Mr. Ivan Seidenberg - President and co-CEO for Verizon